IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

Applicant(s): Diana Maria Cantu	)	I hereby certify that this paper is being filed electronically with the U.S. Patent and Trademark Office on this date:
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For: METHODS AND SYSTEMS FOR ORGANIZING RELATED COMMUNICATIONS	)	/Michael W. Zimmerman/ Michael W. Zimmerman Agent for Applicant Registration No. 57,993
Group Art Unit: 2127	)	
Examiner: Miranda Le	)	

RESPONSE TO THE OFFICE ACTION DATED APRIL 29, 2008

Mail Stop AF
Commissioner for Patents
P.O. Box 1450
Alexandria, VA 22313-1450

Dear Sir:

In response to the Office action mailed on April 29, 2008, please consider the following remarks.

A **listing of the claims** is reflected in the listing of claims that begins on page 2 of this paper.

Remarks begin on page 10 of this paper.

Listing of the Claims

1. (Previously Presented) A method for organizing related communication messages comprising:

receiving a first extensible markup language (XML)-based communication message from a first communication device associated with a first user;

using a received XML tag from the first XML-based message to identify a second XML-based communication message stored in one of a first database or a second database, the second XML-based communication message having been previously received from the first user, the first XML-based communication message being of a different communication medium than the second XML-based communication message;

converting the first XML-based communication message into a converted message having a format associated with the one of the first or second database that stores the second XML-based communication message ; and

causing the converted message to be stored in association with the second XML-based communication message in the one of the first or second database that stores the second XML-based communication message .

2. (Previously Presented) The method as in claim 1, wherein the first XML-based communication message and the second XML-based communication message are substantially related to a same topic .

3. (Original) The method as in claim 1, further comprising enabling a telecommunications service that organizes related communications in one or more databases.

4. (Previously Presented) The method as in claim 1, further comprising:

converting a third XML-based communication message into a same format as the converted message when the third XML-based communication message has one or more XML tags that match the XML tags of the first XML-based communication message; and

forwarding the converted third XML-based communication message to a database associated with the converted message.

5. (Previously Presented) The method as in claim 1, wherein the first XML-based message comprises a Document Type Definition.

6. (Previously Presented) The method as in claim 1, further comprising:

selecting an initial database when the second XML-based communication message is not identified;

converting the first XML-based communication message into a format corresponding to the selected, initial database; and

forwarding the converted first XML-based communication message to the selected, initial database.

7. (Previously Presented) The method as in claim 1, further comprising: forwarding the first XML-based communication message to the first communication device when the first XML-based communication message comprises a Document Type Definition.

8. (Previously Presented) The method as in claim 1, wherein the first communication device is at least one of a voicemail server, a facsimile server, an email server, or a web

server.

9. (Previously Presented) The method as in claim 1, wherein the format of the one of the first or second database that stores the second XML-based communication message comprises at least one of Oracle, Sybase, MySQL, MsQL, or DB2.

10. (Previously Presented) The method as in claim 1, further comprising: forwarding a responsive XML-based message comprising a Document Type Definition to a mediation web server.

11. (Previously Presented) The method as in claim 1, further comprising: forwarding a confirmation message to at least one of a customer agent or a customer.

12. (Previously Presented) The method as in claim 1, further comprising: forwarding at least one of a voicemail message, a facsimile message, an email message, or an Internet message to a customer agent.

13. (Previously Presented) The method as in claim 1 wherein the first XML-based communication message is received from a customer agent.

14. (Previously Presented) A system for organizing related communication messages comprising:

a mediation web server operable to:

receive a first XML-based communication message from a first communication device associated with a first user;

use a received XML tag from the first XML-based communication message to identify a second XML-based communication message stored in one of a first database or a second database, the second XML-based communication message having been previously received from the first user, the first XML-based communication message being of a different communication medium than the second XML-based communication message ;

convert the first XML-based communication message into a converted message having a format associated with the one of the first or second database that stores the second XML-based communication message ; and

cause the converted message to be stored in association with the second XML-based communication message in the one of the first or second database that stores the second XML-based communication message.

15. (Previously Presented) The system as in claim 14, wherein the first XML-based communication message and the second XML-based communication message are substantially related to a same topic.

16. (Original) The system as in claim 14, wherein the web server is further operable to enable a telecommunications service that organizes related communications in one or more databases.

17. (Previously Presented) The system as in claim 14, wherein the web server is further operable to:

convert a third XML-based communication message into a same format as a previously converted message when the third XML-based communication message has an XML tag that matches the XML tag of the first XML-based communication message; and

forward the converted third XML-based communication message to the one of the first or second database.

18. (Previously Presented) The system as in claim 14, wherein the first XML-based message comprises a Document Type Definition .

19. (Previously Presented) The system as in claim 14, wherein the web server is further operable to:

select an initial database when the second XML-based communication message is not identified;

convert the first XML-based communication message into a format corresponding to the selected, initial database; and

forward the converted first XML-based communication message to the selected, initial database.

20. (Previously Presented) The system as in claim 14, wherein the web server is further operable to: forward the first XML-based communication message to the first communication device when the first XML-based communication message comprises a Document Type Definition.

21. (Previously Presented) The system as in claim 14 wherein the format of the one of

the first or second database that stores the second XML-based communication message comprises at least one of Oracle, Sybase, MySQL, MsQL, or DB2.

22. (Previously Presented) The system as in claim 14 further comprising: at least one communication control device responsive to the mediation web server, the communication control device operable to forward a responsive XML-based message comprising a Document Type Definition.

23. (Previously Presented) The system as in claim 22, wherein the communication control device is at least one of a voicemail server, a facsimile server, an email server, or a web server.

24. (Previously Presented) The system as in claim 14 wherein the web server is further operable to forward a confirmation message to at least one of a customer agent or a customer.

25. (Previously Presented) The system as in claim 14 wherein the web server is further operable to forward at least one of a voicemail message, a facsimile message, an email message, or an Internet message to a customer agent.

26. (Cancelled)

27. (Cancelled)

28. (Cancelled)

29. (Previously Presented) A method as defined in claim 1, wherein using the received XML tag from the first XML-based message to identify the second XML-based communication message comprises:

extracting a first portion of data stored in the first XML-based communication message;

retrieving a second portion of data associated with the second XML-based communication message; and

determining if the first portion and the second portion match.

30. (Previously Presented) A method as defined in claim 1, wherein using the received XML tag from the first XML-based message to identify the second XML-based communication message is performed before converting the first XML-based communication message and before causing the converted message to be stored in the one of the first database or the second database.

31. (Previously Presented) A method as defined in claim 1, wherein the first XML-based communication message comprises one of a voicemail message, a facsimile message, an email message, or an Internet message, and the second XML-based communication message comprises a different one of a voicemail message, a facsimile message, an email message, or an Internet message.

32. (Previously Presented) A method as defined in claim 1, wherein the second XML-based communication message is from a second communication device associated with the first user, the first and second communication devices being of different types.

33. (Previously Presented) A method as defined in claim 1, further comprising:

retrieving the first XML-based communication message and the second XML-based communication message from the one of the first or second database that stores the second XML-based message; and

sending the first XML-based communication message and the second XML-based communication message to a second communication device associated with a service provider.

REMARKS

The applicants have carefully considered the Office action dated April 29, 2008, and the reference cited therein. In view of the following remarks, it is submitted that all claims are in condition for allowance and reconsideration is respectfully requested.

Claim 1 was rejected as anticipated by Bobo II et al. (6,564,321) ("Bobo"). Claim 1 recites, *inter alia*, using a received XML tag from a first XML-based message to identify a second XML-based communication message stored in one of a first database or a second database, the second XML-based communication message having been previously received from a first user, the first XML-based communication message being of a different communication medium than the second XML-based communication message. The system of the present application can work with a system in which a single telephone number receives communications for multiple intended recipients (e.g., a telecommunications services company).

In contrast to claim 1, Bobo describes a system in which voice messages and fax messages received at a telephone number are collectively stored for access by an intended recipient. (Bobo, Abstract). The portion of Bobo cited in the Office action for the aforementioned recitation of claim 1 (Bobo, col. 13, lines 14-60) merely describes storing information about messages in a mark-up language format without describing use of the tags for identifying a second message stored in a database. While applicants are unable to locate a specific description as to how Bobo identifies a second message (e.g., groups messages for the same intended recipient), it is surmised from FIG. 11 of Bobo that no grouping operation is necessary because messages are received at a single destination telephone number. FIG. 11 of Bobo illustrates how an incoming call can be analyzed to determine if the call is associated with a facsimile message or a voice telephone call. In such a system, the grouping of messages is unnecessary because it can be presumed that all communications to a particular

destination telephone number are for the same intended recipient. Therefore, there would be no motivation for one of ordinary skill to modify Bobo to include identifying a second XML-based message based on a tag.

Further, Bobo does not describe analyzing messages in an XML format for identifying a second message. Rather, Bobo describes converting messages that are received to a standard generalized mark-up language after a message has been stored in a database and the customer has been notified. Accordingly, if Bobo identifies a second message for identification, Bobo must perform such analysis prior to conversion of the message. Therefore, Bobo does not describe or suggest using a received XML tag from a first XML-based message to identify a second XML-based communication message stored in one of a first database or a second database.

While Schwartz et al. (US 7,003,284) ("Schwartz") was not cited in rejecting claim 1, applicants note that Schwartz cannot cure the deficiencies of claim 1. In rejecting claim 30, Schwartz was cited as allegedly describing using an XML tag from a message to identify a second message. However, the portion of Schwartz cited merely describes analyzing HDML messages without any discussion of using a tag to identify a second message.

Therefore, for at least the forgoing reasons, claim 1 and all claims depending therefrom are patentable over the cited reference.

Claim 14 recites a system comprising, *inter alia*, a mediation web server operable to use a received XML tag from a first XML-based communication message to identify a second XML-based communication message stored in one of a first database or a second database, the second XML-based communication message having been previously received from the first user, the first XML-based communication message being of a different communication medium than the second XML-based communication message. Therefore,

for at least the reasons described in conjunction with claim 1, claim 14 and all claims depending therefrom are patentable over the cited reference.

If the Examiner is of the opinion that a telephone conference would expedite the prosecution of this case, the Examiner is invited to contact the undersigned at the number identified below.

Respectfully submitted,

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